



Water WORKS!



November 2019

SAFETY



PROTECTING OUR WATERSHEDS, KEEPING OUR CUSTOMERS SAFE

At West Virginia American Water, we take the responsibility of ensuring the safety and well-being of our customers and employees very seriously. Last month, we hosted a functional exercise in our Kanawha Valley water system that welcomed over 70 participants from more than 20 emergency response and partner agencies from across the region. The exercise allowed West Virginia American Water and our partners to exercise and evaluate contingency and communication plans during a mock water contamination event. We're grateful for the many partnerships we've built to ensure a smooth, timely response for our customers in the event of a potential threat to our source water. Check out the news article to learn more about the functional exercise: [West Virginia American Water sees positives during emergency contamination exercise](#)



INFRASTRUCTURE



INVESTING IN INFRASTRUCTURE

As some of our capital upgrades are being completed, construction continues on a major project in our Southern Operating Area. The Oak Hill based project in Fayette County consists of installing over 1,300 feet of 12-inch PVC pipe. This modernization will improve our flow to customers in Southern West Virginia and connect two main lines together.



Click [here](#) to learn more about our ongoing infrastructure upgrades and construction projects in dozens of communities around West Virginia.

MEET BARB

She has been a member of our team for 12 years, currently serving as a Senior Operations Support Representative. Barb loves West Virginia American Water because of the diversity on her team. When she's not busy ensuring customer satisfaction and providing professional support, Barb can be seen riding around in her Jeep or riding her four-wheeler. She enjoys Hallmark movies, volunteering and spending time with her family. We appreciate your support in keeping lives flowing, Barb!



SOLUTIONS



MAKING LIFE EASIER FOR OUR CUSTOMERS

At West Virginia American Water, customer service is a top priority for us. That's why we revamped our customer portal to make paying your bill and other account related issues easier! This innovative portal gives customers the opportunity to take care of some of the most common reasons they need to access their accounts, from checking balances and paying bills to reviewing past water usage and scheduling service appointments. Check out the [customer portal](#), [MyWater](#).



LENDING A HELPING HAND TO FAILING SYSTEMS

West Virginia is no stranger to the challenges faced by aging water systems on the rise in the United States. While there are about 3,200 electrical utilities and about 7,800 gas utilities across the country, there are more than 50,000 community water systems. Many of those systems lack access to capital or resources to maintain critical infrastructure upgrades for providing quality, reliable water service. [Check out the blog "Grow to Shrink, Shrink to Grow"](#) that highlights a number of issues on the rise due to the overwhelming number of water systems across the United States.

West Virginia American Water has supported several struggling systems over the past few months, including [Boone-Raleigh PSD](#) and the [Town of Glasgow](#), by providing customers with the reliable, quality drinking water they deserve. As communities continue to face water and wastewater system challenges, our team will continue to be on the front lines with counties and municipalities, lending a hand to aid distressed systems. If you know of a struggling system that needs support or have a water or wastewater system in your community that could benefit from learning more about the services our company can provide, contact Jake Glance at Jake.Glance@amwater.com

COMMUNITY



CONNECTING COMMUNITIES

West Virginia American Water works with dozens of community-based partners throughout our service areas to positively impact the overall quality of life where our employees and customers live and work. Most of our dedicated employees also demonstrate a deep commitment to these communities by volunteering their time, resources and expertise in neighborhood organizations, charitable activities and local boards. **If you'd like to request a group of volunteers to work in your community or would like to schedule a presentation, click [here](#).**

PROMOTING HEALTHY LIVING AND HYDRATION, REDUCING WASTE IN OUR COMMUNITIES

West Virginia American Water recently announced the recipients of the 2019 Bottle Filling Station Grant Program. This innovative program, which received 93 applications from across the state, will provide non-profit organizations, schools and local government facilities in all four of our service areas with a public-facing, reusable bottle filling station. The grants will reduce harmful plastic waste from single-use bottles and will encourage hydration and healthy living among community members where the stations are located.



The selected organizations are:

Cabell County

- AD Lewis Community Center, Huntington
- Salt Rock Elementary School, Salt Rock

Fayette County

- Fayette County Public Library, Oak Hill

Kanawha County

- CAMC Women and Children's Hospital, Charleston
- West Virginia Capitol Complex, Charleston
- Flinn Elementary School, Charleston

Lewis County

- Lewis County High School, Weston
- Lewis County Park, Weston

Mercer County

- Mercer Elementary School, Princeton

Putnam County

- Putnam County Public Library, Hurricane



WE'RE HERE TO HELP

Megan Hannah

External & Government Affairs Manager

West Virginia American Water

1600 Pennsylvania Avenue, Charleston, WV 25302

M: 304-380-8455

megan.hannah@amwater.com



SERVICE. ONE MORE WAY WE KEEP LIFE FLOWING.

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